GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1082
ANSWERED ON:22.07.2016
Performance Management System in Banks
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Will the Minister of FINANCE be pleased to state:

(a) whether the State Bank of India is considering to introduce a performance management system for its employees to build individual accountability; and

(b) if so, the details thereof?

Answer

The Minister of State in the Ministry of Finance

(a) & (b): Yes Madam. State Bank of India (SBI) has informed that the Performance Management System in SBI has been revised and re-named as Career Development System (CDS). The main objective of the revised system is to enhance culture of performance orientation and improve staff productivity. This is achieved by:
i. Increased business orientation through business linked Key Result Areas (KRAs)- both for Officers and Clerical staff (Percentage of officers and Clerks with direct linkage to business/target will go up to about 90%).

ii. Fairness and consistency in appraisal through standardisation of KRAs across Officers and Clerical staff in the same role.

iii. Accurately measure performance based on objective criteria and create differential amongst employees. Measurement of performance (in about 90% of the staff) will be done through IT System.

iv. The Key Result Areas (KRAs) have been drafted such that it promotes collaboration amongst various stake holders to achieve organizational goals.

v. Besides differentiation for Promotions, CDS Grades can also be used for other aspects such as monetary incentives, extension in service, Recognition (such as Chairman's club membership), etc.

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